



CITY OF ANKENY, IA 2010

Report of Demographic Subgroup Comparisons



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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Ankeny staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Ankeny staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Ankeny chose was to have crosstabulations of evaluative questions 1-17 by demographic questions D3 (length of residency in Ankeny), D9 (annual household income), D12 (age of respondent) and D13 (gender of respondent).

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")											
Please rate each of the following aspects of quality of life in Ankeny:	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55 +	Female	Male
Ankeny as a place to live	98%	98%	96%	97%	99%	96%	99%	96%	98%	97%	98%
Your neighborhood as a place to live	88%	93%	93%	87%	93%	94%	90%	92%	92%	91%	92%
Ankeny as a place to raise children	93%	97%	97%	95%	95%	96%	92%	96%	98%	95%	96%
Ankeny as a place to work	71%	69%	72%	75%	72%	63%	70%	66%	79%	67%	73%
Ankeny as a place to retire	71%	63%	54%	75%	61%	55%	70%	53%	72%	70%	56%
The overall quality of life in Ankeny	92%	95%	94%	92%	94%	95%	92%	92%	98%	94%	92%

Question 2: Community Characteristics (Percent "excellent" or "good")											
Please rate each of the following characteristics as they relate to Ankeny as a whole:	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55 +	Female	Male
Sense of community	73%	79%	80%	81%	72%	79%	74%	77%	83%	81%	73%
Openness and acceptance of the community towards people of diverse backgrounds	73%	62%	63%	74%	65%	59%	70%	58%	77%	63%	68%
Overall appearance of Ankeny	91%	95%	92%	92%	95%	91%	94%	92%	93%	93%	92%
Cleanliness of Ankeny	97%	97%	93%	95%	97%	96%	99%	95%	95%	96%	96%
Overall quality of new development in Ankeny	86%	87%	84%	86%	87%	86%	89%	83%	87%	89%	82%
Variety of housing options	76%	88%	85%	84%	80%	84%	83%	81%	85%	81%	84%
Overall quality of business and service establishments in Ankeny	82%	84%	87%	86%	86%	82%	81%	83%	88%	85%	82%
Shopping opportunities	71%	79%	85%	78%	78%	78%	72%	81%	78%	78%	76%
Opportunities to attend cultural activities	32%	36%	43%	43%	38%	27%	33%	29%	56%	30%	42%

Question 2: Community Characteristics (Percent "excellent" or "good")											
Please rate each of the following characteristics as they relate to Ankeny as a whole:	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55 +	Female	Male
Recreational opportunities	83%	74%	74%	80%	81%	72%	77%	74%	85%	77%	77%
Employment opportunities	35%	43%	45%	47%	43%	30%	40%	35%	52%	44%	35%
Educational opportunities	84%	89%	86%	91%	85%	84%	82%	84%	95%	89%	83%
Opportunities to participate in social events and activities	67%	70%	74%	68%	77%	64%	70%	67%	76%	69%	71%
Opportunities to participate in religious or spiritual events and activities	84%	89%	93%	86%	89%	89%	79%	92%	94%	87%	88%
Opportunities to volunteer	71%	77%	84%	72%	78%	80%	71%	78%	81%	72%	81%
Opportunities to participate in community matters	66%	74%	65%	68%	68%	72%	68%	66%	79%	68%	71%
Ease of car travel in Ankeny	78%	79%	69%	82%	75%	75%	77%	76%	79%	81%	72%
Ease of bus travel in Ankeny	54%	39%	53%	66%	41%	36%	50%	38%	59%	53%	40%
Ease of bicycle travel in Ankeny	66%	58%	72%	73%	65%	57%	66%	63%	64%	64%	64%
Ease of walking in Ankeny	76%	81%	89%	83%	84%	76%	79%	81%	83%	81%	80%
Availability of paths and walking trails	72%	77%	83%	82%	77%	73%	74%	78%	76%	78%	74%
Traffic flow on major streets	61%	66%	54%	68%	57%	62%	66%	57%	62%	61%	61%
Availability of affordable quality housing	58%	65%	51%	48%	59%	70%	62%	57%	61%	58%	63%
Availability of affordable quality child care	63%	60%	60%	72%	55%	59%	58%	56%	80%	65%	59%
Availability of affordable quality health care	71%	73%	75%	77%	71%	74%	73%	66%	86%	76%	68%
Availability of affordable quality food	83%	86%	88%	86%	83%	85%	82%	82%	94%	84%	85%
Availability of preventive health services	84%	81%	81%	83%	82%	84%	88%	77%	85%	80%	84%
Quality of overall natural environment in Ankeny	80%	83%	84%	86%	80%	79%	86%	76%	87%	83%	82%
Overall image or reputation of Ankeny	88%	93%	92%	88%	92%	92%	88%	91%	95%	91%	90%

Question 3: Growth (Percent "too fast")											
Please rate the speed of growth in the following categories in Ankeny over the past 2 years:	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Population growth	54%	69%	77%	63%	67%	68%	55%	76%	62%	67%	65%
Retail growth (stores, restaurants, etc.)	10%	15%	28%	18%	12%	17%	10%	19%	18%	12%	19%
Jobs growth	0%	6%	1%	6%	2%	1%	2%	1%	9%	4%	2%

Question 4: Code Enforcement (Percent at least a "minor" problem)											
	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	Female	Male
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Ankeny?	62%	74%	77%	63%	74%	72%	63%	77%	69%	70%	71%

Question 5: Community Safety (Percent "very" or "somewhat" safe)											
Please rate how safe or unsafe you feel from the following in Ankeny:	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Violent crime (e.g., rape, assault, robbery)	94%	94%	93%	89%	98%	95%	97%	93%	92%	93%	96%
Property crimes (e.g., burglary, theft)	90%	89%	86%	89%	89%	87%	94%	83%	91%	88%	90%
Environmental hazards, including toxic waste	91%	84%	88%	86%	91%	85%	92%	85%	84%	87%	89%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)											
Please rate how safe or unsafe you feel:	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55 +	Female	Male
In your neighborhood during the day	98%	97%	96%	97%	99%	96%	99%	96%	98%	97%	97%
In your neighborhood after dark	89%	94%	94%	90%	92%	94%	97%	89%	89%	90%	95%
In Ankeny's downtown area during the day	94%	96%	100%	96%	97%	97%	96%	97%	93%	95%	97%
In Ankeny's downtown area after dark	80%	88%	97%	86%	87%	90%	88%	88%	85%	84%	91%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")											
	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55 +	Female	Male
During the past twelve months, were you or anyone in your household the victim of any crime?	5%	10%	5%	2%	13%	5%	5%	12%	2%	5%	9%
If yes, was this crime (these crimes) reported to the police?	77%	74%	100%	100%	78%	70%	47%	88%	100%	91%	70%

Question 9: Resident Behaviors (Percent at least once in past 12 months)											
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Ankeny?	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Used Ankeny public libraries or their services	70%	88%	78%	73%	80%	83%	74%	88%	68%	78%	79%
Used Ankeny recreation centers	55%	78%	61%	46%	71%	79%	63%	75%	51%	62%	68%
Participated in a recreation program or activity	50%	66%	50%	41%	56%	74%	58%	70%	32%	55%	58%
Visited a neighborhood park or City park	85%	93%	86%	82%	92%	92%	92%	93%	75%	87%	89%
Ridden a local bus within Ankeny	8%	4%	4%	7%	1%	10%	6%	6%	4%	5%	6%
Attended a meeting of local elected officials or other local public meeting	18%	23%	33%	15%	20%	34%	16%	29%	22%	20%	25%
Read Ankeny Newsletter	90%	95%	96%	91%	94%	94%	91%	95%	95%	96%	90%
Visited the City of Ankeny Web site (at www.ankenyiowa.gov)	80%	74%	63%	53%	81%	87%	83%	78%	54%	76%	73%
Recycled used paper, cans or bottles from your home	79%	95%	98%	77%	93%	96%	87%	94%	84%	88%	91%
Volunteered your time to some group or activity in Ankeny	36%	64%	59%	35%	55%	65%	43%	65%	42%	48%	56%
Participated in religious or spiritual activities in Ankeny	53%	83%	79%	51%	73%	85%	55%	87%	64%	67%	73%
Participated in a club or civic group in Ankeny	20%	39%	44%	23%	31%	43%	20%	44%	30%	27%	39%
Provided help to a friend or neighbor	89%	100%	97%	91%	94%	99%	90%	99%	96%	95%	94%

Question 10: Neighborliness (Percent at least once per month)											
	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	Female	Male
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	84%	90%	93%	88%	87%	89%	81%	92%	92%	88%	88%

Question 11: Service Quality (Percent "excellent" or "good")											
Please rate the quality of each of the following services in Ankeny:	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Police services	83%	95%	86%	88%	89%	89%	88%	88%	91%	89%	88%
Fire services	94%	94%	100%	98%	98%	91%	97%	94%	97%	96%	95%
Ambulance or emergency medical services	94%	97%	99%	97%	97%	93%	94%	96%	97%	95%	97%
Fire prevention and education	87%	91%	91%	92%	95%	85%	88%	91%	90%	92%	89%
Traffic enforcement	80%	82%	82%	80%	83%	81%	86%	81%	75%	81%	81%
Street repair	55%	64%	56%	65%	57%	58%	58%	57%	63%	57%	61%
Street cleaning	74%	82%	75%	86%	80%	68%	76%	77%	80%	75%	80%
Street lighting	78%	78%	84%	91%	73%	76%	75%	79%	89%	81%	77%
Snow removal	72%	80%	81%	88%	76%	71%	68%	81%	83%	76%	79%
Sidewalk maintenance	60%	73%	58%	68%	59%	68%	66%	60%	70%	61%	70%
Traffic signal timing	62%	60%	55%	69%	54%	60%	61%	58%	61%	60%	61%
Bus or transit services	53%	63%	68%	61%	67%	53%	62%	57%	61%	60%	59%
Recycling	82%	94%	95%	82%	93%	95%	88%	94%	85%	88%	91%
Yard waste pick-up	78%	78%	78%	85%	76%	74%	77%	73%	89%	81%	73%
Storm drainage	71%	73%	64%	68%	71%	71%	71%	69%	71%	70%	71%
Drinking water	73%	83%	88%	75%	80%	86%	77%	81%	82%	77%	83%
Sewer services	87%	91%	85%	88%	88%	90%	88%	89%	88%	90%	87%
City parks	94%	95%	97%	94%	98%	92%	95%	96%	93%	95%	94%
Recreation programs or classes	82%	91%	94%	91%	86%	91%	82%	92%	90%	89%	88%
Recreation centers or facilities	84%	88%	83%	93%	86%	82%	88%	82%	89%	85%	86%
Land use, planning and zoning	63%	61%	59%	67%	61%	59%	68%	56%	63%	66%	57%
Code enforcement (weeds, abandoned buildings, etc)	77%	69%	67%	68%	73%	71%	70%	68%	78%	71%	71%
Animal control	83%	80%	80%	81%	85%	80%	87%	78%	79%	84%	79%
Economic development	70%	70%	73%	67%	72%	73%	76%	65%	73%	72%	69%
Services to seniors	71%	79%	79%	76%	83%	75%	87%	79%	70%	73%	81%
Services to youth	77%	90%	80%	83%	92%	77%	86%	83%	83%	80%	89%

Question 11: Service Quality (Percent "excellent" or "good")											
Please rate the quality of each of the following services in Ankeny:	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55 +	Female	Male
Services to low-income people	53%	72%	55%	57%	72%	57%	72%	51%	61%	57%	66%
Public library services	81%	94%	91%	88%	88%	92%	85%	90%	91%	90%	87%
Public information services	68%	83%	77%	77%	78%	76%	72%	74%	87%	75%	78%
Public schools	86%	85%	83%	89%	86%	79%	84%	80%	95%	84%	85%
Cable television	60%	64%	61%	66%	62%	60%	70%	52%	67%	67%	54%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	70%	73%	77%	83%	71%	66%	76%	67%	79%	72%	72%
Preservation of natural areas such as open space, farmlands and greenbelts	65%	54%	48%	70%	60%	46%	61%	48%	66%	60%	52%

Question 12: Government Services Overall (Percent "excellent" or "good")											
Overall, how would you rate the quality of the services provided by each of the following?	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55 +	Female	Male
The City of Ankeny	84%	90%	88%	86%	90%	85%	85%	84%	96%	88%	85%
The Federal Government	43%	43%	42%	48%	45%	38%	49%	36%	46%	48%	36%
The State Government	48%	48%	46%	51%	51%	43%	54%	42%	50%	56%	38%
Polk County Government	56%	55%	47%	58%	54%	51%	59%	48%	55%	61%	46%

Question 13: Contact with City Employees (Percent "yes")											
	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Have you had any in-person or phone contact with an employee of the City of Ankeny within the last 12 months (including police, receptionists, planners or any others)?	53%	57%	58%	46%	61%	60%	49%	63%	51%	53%	59%

Question 14: City Employees (Percent "excellent" or "good")											
What was your impression of the employee(s) of the City of Ankeny in your most recent contact?	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Knowledge	86%	93%	92%	90%	88%	93%	90%	89%	92%	86%	94%
Responsiveness	82%	90%	89%	91%	85%	87%	86%	84%	93%	86%	87%
Courtesy	84%	90%	86%	87%	84%	90%	86%	87%	86%	86%	87%
Overall impression	81%	88%	86%	87%	81%	88%	84%	85%	87%	85%	85%

Question 15: Government Performance (Percent "excellent" or "good")											
Please rate the following categories of Ankeny government performance:	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	Female	Male
The value of services for the taxes paid to Ankeny	53%	65%	45%	54%	56%	58%	55%	52%	68%	58%	54%
The overall direction that Ankeny is taking	78%	68%	49%	75%	66%	63%	80%	56%	70%	73%	61%
The job Ankeny government does at welcoming citizen involvement	62%	62%	50%	64%	57%	58%	58%	55%	68%	61%	57%
The job Ankeny government does at listening to citizens	48%	54%	37%	48%	53%	41%	51%	41%	57%	51%	44%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)											
Please indicate how likely or unlikely you are to do each of the following:	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55 +	Female	Male
Recommend living in Ankeny to someone who asks	94%	92%	96%	91%	94%	95%	95%	91%	95%	94%	92%
Remain in Ankeny for the next five years	86%	87%	94%	82%	91%	90%	88%	87%	90%	89%	86%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)											
	Number of years in Ankeny			Annual household income			Age			Gender	
	Less than 5 years	6 to 20 years	More than 20 years	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55 +	Female	Male
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	16%	21%	13%	15%	13%	23%	22%	15%	14%	15%	20%